

## APPENDIX

### *Survey Instrument*

Welcome to the Information Needs Survey, a brief, online survey about your experiences as a home-care nurse with patient readmissions. We are trying to understand the information that **geriatric patients** do not have when they come home from the hospital, and how lacking that information influences whether or not they will be readmitted to the hospital. The survey should take less than 20 minutes to complete. If you participate, you will be entered in a drawing to win one of 5 \$20 gift certificates.

Home-care nurses have valuable experience and information about the post-hospitalization period that could be used to prevent avoidable readmissions in the future. We appreciate you taking the time to participate.

This is an IRB-approved study. Your responses will be kept confidential. My research advisor is supervising the project. His name is Dr. Harry Hochheiser. If you have any questions you can contact him at 412-623-7861, or [harryh@pitt.edu](mailto:harryh@pitt.edu).

Thank you so much for your interest and participation!

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**NOTE:** Please do NOT use the back and forward arrows in your browser to navigate through the survey. If you click them by accident, click the refresh button in your browser window to return to the survey.

If you are unable to complete the survey in one sitting, you can click '**Save and Continue Survey Later**' at the top of the survey page and resume the survey at a later time.

1. Approximately what percentage of your patients has experienced a hospital readmission in the past 30 days?
2. Please indicate how frequently each type of information is missing in your experience on a scale of 1 to 5:
  - 1 - Indicates the information almost never is missing
  - 2 - Indicates the information rarely is missing
  - 3 - Indicates the information sometimes is missing but not usually

- 4 - Indicates the information often is missing but not always
- 5 - Indicates the information almost always is missing

**Information Needs:**

1. Post-discharge changes/medication reconciliation (new drugs, dose/schedule changes, no more old drugs)
  2. Reason for taking
  3. Side effects
  4. Costs
  5. When to contact doctor regarding abnormal reactions
  6. Confusion regarding brand vs. generic
  7. How to take medications
  8. When to take medications
  9. What medications to take
  10. Risks of noncompliance
  11. Diagnosed diseases/conditions
  12. Disease/condition progression
  13. Symptoms of worsening condition
  14. Severity of the diagnoses
  15. Incorrect/misunderstood discharge instructions (rushed, skipped, confusing, health literacy problems)
  16. Follow-up instructions (labs, tests, specialists, checkups)
  17. Conflicting information from clinicians
  18. Information overload
  19. How to use/manage home medical equipment
  20. Wound care
  21. Home safety
  22. Prescribed diet
  23. Understanding doctors (accents, hearing difficulty, literacy, health literacy)
  24. Miscommunication between clinicians
  25. Miscommunication between clinician and patient
  26. Understanding of functional limitations
  27. Underestimation of need for caregiver/nursing care
  28. Understanding of home care nurses' role
3. Please rate the following information needs, **when they are unmet for whatever reason**, in terms of how much of an impact they have on 30-day hospital readmissions, on a scale of 1 to 5:
- 1 - Indicates the information need almost never causes readmission
  - 2 - Indicates the information need rarely causes readmission

- 3 - Indicates the information need sometimes causes readmission but not usually
- 4 - Indicates the information need often causes readmission but not always
- 5 - Indicates the information need almost always causes readmission

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